

AMY KLOBUCHAR
MINNESOTA

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JOINT ECONOMIC COMMITTEE
JUDICIARY

United States Senate
WASHINGTON, DC 20510

March 30, 2012

0440

The Honorable Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Dear Chairman Genachowski:

I write you today regarding deceptive and fraudulent consumer billing practices that are hurting consumer pocketbooks around the country. As you know, cramming is the practice where a third-party adds unauthorized, misleading or deceptive charges to a consumer's phone bill. These "mystery charges" typically end up buried in the details of a consumer's phone bill, where they can be difficult to find. The Senate Commerce Committee, of which I am a member, conducted an exhaustive investigation of cramming and I strongly supported your subsequent efforts at the FCC to put rules in place to protect consumers in this area. I have also called on major national phone companies to put an end to cramming. AT&T and Verizon recently did just that by changing their third party billing practices for landline phone bills.

AT&T and Verizon's actions are a win for consumers but I remain concerned about deceptive or fraudulent billing practices on wireless consumers. More and more households are cutting the cord on their landline phones and recent statistics show that almost one third of Americans rely exclusively on a wireless device. I urge the FCC to take action to ensure that the same tactics that we've seen for landline phone bills don't simply migrate over to wireless bills.

Sincerely,



Amy Klobuchar
United States Senator



FEDERAL COMMUNICATIONS COMMISSION

May 29, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Amy Klobuchar
United States Senate
302 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Klobuchar:

Thank you for your letters regarding the Commission's efforts to curb cramming. I value your thoughts and leadership on this very important consumer issue. The work of the Commerce Committee and its staff report were instrumental in informing the Commission's cramming proceeding and the *Order* adopted on April 27, 2012.

I understand your concern about the potential problem of cramming involving wireless services. Although the Commission concluded that the record before it did not satisfy a need for rules to address cramming involving wireless – as well as VoIP – services at this time, it requested additional comments in the *Further Notice of Proposed Rulemaking* about wireless and VoIP cramming, and intends to monitor all consumer cramming complaints closely. If the record from the *Further Notice* demonstrates that there is a need for rules to address cramming involving wireless or VoIP services, I am committed to Commission action on the issue. In the interim, we will include your letters in the record of the *Further Notice* proceeding for consideration as part of the Commission's review.

I appreciate your interest in this matter. Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in black ink, appearing to be "JG", is written over the name Julius Genachowski. The signature is stylized with a large, sweeping initial "J" and a horizontal line extending to the right.

Julius Genachowski